

Corporate Affairs

Quarter 3 report

Management Board - 27 July 2015

Headlines

- Daily Mail investigation into data cycle behind nuisance calls prompts three consecutive front page stories, and a wealth of coverage across other media outlets. ICO reported throughout as investigating. Christopher Graham appears on Today programme, 5Live, and BBC, ITN and Sky news.
- Andy Curry appears on The One Show, one of the most-watched television programmes. He helps to draft pro forma letter to stop unwanted charity appeal letters. Letter suggests complainant will report to ICO if they receive more mail.
- BBC Breakfast and 5Live both report on our nuisance calls work, following Which? launch of their own reporting tool: 'merchants of menace'
- ICO Annual Report and Accounts launched 2 July - two weeks earlier than previously.
- Successful 30 years in Wilmslow event held straight afterwards
- In other news: £80k PECR fine features in the Sun, Daily Star, Metro, i and Guardian... ICO hosts the European Conference of Data Protection Authorities 2015, a three day conference at the Hilton Hotel, Manchester... Daily Mail runs impassioned defence of FOI; Defra and DWP DNs also get media attention

Website

- Reaching organisations

Top pages

- [Guide to Data protection](#)
- [Register under the DPA](#)

Top guidance

- [DPA Guide](#)
- [CCTV code of practice](#)
- [Subject access code of practice](#)

- Reaching individuals

Top pages

- [How to request your personal information](#)
- [Criminal records, court records and police](#)

Complaints

- [Nuisance calls and messages](#)
- [How your information has been handled](#)

1,132,706

Visits to ico.org.uk in Q1



9.9%

On Q1 last year

Website

Top content

Most page views

For the public

1. [Find out how to request your personal information](#)
2. [Criminal records, court records and police records](#)

For organisations

1. [Guide to data protection](#)
2. [Register under the Data Protection Act](#)

Trending content

Largest percentage increase in page views quarter-on-quarter

[Cookies](#) (for the public)

[Report a security breach](#) (for organisations)

[Posters, stickers and e-learning](#) (for organisations)

[Training videos](#) (for organisations)



157%

58%

53%

47%

Social media

E-newsletter

- By the end of the quarter newsletter subscriptions were up to 52,174 (from 47,973 last quarter).

Social media referrals

- Twitter
 - 4,998
- Facebook
 - 4,581
- LinkedIn
 - 1,014

Events

- 30 years in Wilmslow event
 - Extensive work including venue organisation, invitations, supplier coordination, video, playlist etc.
- Enforcement workshops
 - Organised events in Birmingham and Lewisham.
- May European Conference of Data Protection Authorities
 - 100 delegates across three days
- Launch of the ICO Annual Report and Accounts
 - Event held at Sixty One, Whitehall on 2 July. 180 guests heard a presentation from the Information Commissioner and Deputy Commissioners, followed by a Q&A session with the audience.

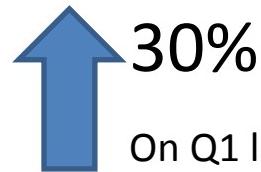
Corporate Governance

- ICO Annual Report and Accounts laid 30 June, launched 2 July
 - Two weeks earlier than previously.
- Only one internal audit recommendation carried forward into 2015/16
 - to review the Information Rights Strategy. To take forward once new Deputy Commissioner DP and Commissioner appointed.
- Business Continuity tested by May IT outage
 - Communication procedures generally worked well. Some good lessons learnt.
- Committees are to consider how best to engage with staff when making decisions

Internal Communications (ICON)

17,735

Visits to ICON in Q1



30%

On Q1 last year

Top content: Most page views

1. [Recruitment and selection](#)
2. [Advice Services Knowledgebase](#)
3. [Sector pages](#)

520,547

page views in Q1

Highlights

We relaunched the Advice Services Knowledgebase, making it easier for staff to both administer and use (allowing them to sort notices and lines to take by date, legislation or topic). This also reduced the number of pages that needed updating from over 1,000 to a single page.